Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)** A <u>computer-implemented</u> method of providing automated ~~reservations~~ <u>services</u> comprising the steps of:

interacting with a plurality of users including a first user and a second user via an automated interactive voice response system;

authenticating said first user utilizing one or more forms of identification data provided by said first user to said automated interactive voice response system to access an awards account;

acquiring itinerary data from said first user;

querying an itinerary database with said itinerary data and receiving a plurality of itineraries;

providing to said first user a plurality of itineraries;

allowing said first user to select an itinerary from said plurality of itineraries;

querying an awards database and determining if said first user has sufficient awards in said awards account for said selected itinerary;

acquiring payment information from said first user for said selected itinerary;

acquiring baggage data from said second user; and

querying a baggage database for stored baggage information related to said baggage data.

2. **(Currently Amended)** <u>The computer-implemented</u> [[A]] method ~~of providing~~ ~~automated reservations~~ according to claim 1, further including the step of:

confirming said selected itinerary.

3. **(Currently Amended)** <u>The computer-implemented</u> [[A]] method ~~of providing~~ ~~automated reservations~~ according to claim 1, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

4. **(Currently Amended)** A <u>The computer-implemented</u> [[A]] method ~~of providing~~ ~~automated reservations~~ according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. **(Currently Amended)** <u>The computer-implemented</u> [[A]] method ~~of providing~~ ~~automated reservations~~ according to claim 1, further including the step of:

assigning seats to said user for said selected itinerary.

6. **(Previously presented)** <u>The computer-implemented</u> [[A]] method ~~of providing~~ ~~automated reservations~~ according to claim 1, wherein said user is transferred to an operator upon request.

7. (Currently Amended)   The computer-implemented [[A]] method of providing automated reservations according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. (Currently Amended)   The computer-implemented [[A]] method of providing automated reservations according to claim 1, wherein said identification data is biometric data.

9. (Currently Amended)   The computer-implemented [[A]] method of providing automated reservations according to claim 8, wherein said identification data is voice data.

10. (Currently Amended)   The computer-implemented [[A]] method of providing automated reservations according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. (Currently Amended)   The computer-implemented [[A]] method of providing automated reservations according to claim 1, wherein said awards database is a look-up table.

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12. (**Currently Amended**)   A <u>computer-implemented</u> method of providing automated

~~reservations~~ <u>services</u> comprising the steps of:

interacting with a plurality of users including a first user and a second user via an

automated interactive voice response system;

authenticating said first user utilizing one or more forms of identification data

provided by said first user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

acquiring itinerary data from said first user;

querying an itinerary database with said itinerary data;

providing to said first user one or more itineraries;

prompting said first user to select an itinerary from said plurality of itineraries;

querying an awards database ~~and determining~~ <u>to determine</u> if said first user has

sufficient awards in said awards account for said selected itinerary;

prompting said first user to ticket or hold said selected itinerary;

prompting said second user to enter baggage data;

acquiring baggage data from said second user; and

querying a baggage database with said baggage data for information in said

baggage database.

13. (**Currently Amended**)   <u>The computer-implemented</u> [[A]] method ~~of providing~~

~~automated reservations~~ according to claim 12, further including the step of:

confirming said selected itinerary.

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14. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, further including the steps of:

    placing said selected itinerary on hold; and

    providing said user a reference number indicative of said itinerary.

15. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

16. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, further including the step of:

    assigning seats to said user for said selected itinerary.

17. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, wherein said identification data is biometric data.

20. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 19, wherein said identification data is voice data.

21. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Currently Amended)** The computer-implemented [[A]] method ~~of providing automated reservations~~ according to claim 12, wherein said awards database is a look-up table.

23. **(Canceled)**

24. (**New**) A computer-implemented method of providing automated services comprising the steps of:

interacting with a plurality of users including a first user and a second user;

interacting with said first user and said second user via an automated interactive voice response system;

authenticating said first user utilizing one or more forms of identification data provided by said first user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

acquiring itinerary data from said first user;

querying an itinerary database with said itinerary data;

providing to said first user one or more itineraries;

prompting said first user to select an itinerary from said plurality of itineraries;

querying an awards database and determining if said first user has sufficient awards in said awards account for said selected itinerary;

prompting said first user to ticket or reserve said selected itinerary;

prompting said second user to enter baggage data;

acquiring baggage data from said second user;

querying a baggage database with said baggage data for information in said baggage database; and

notifying one of said plurality of users of an itinerary change.